

Exhibit 1
School Board Agenda Item CC-2
September 26, 2017

Executive Summary

New and Revised Job Descriptions for
Supervisor, HR Support Services, Senior HR Support Services Specialist and HR Support Services Specialist

Background: This item is being recommended for School Board **adoption** to meet requirements for the revised job descriptions.

- I. Position Title: **Supervisor, HR Support Services**
Pay Grade: **23** Range: **\$57,784 - \$82,744**
Salary Schedule: **2016-2017 Broward Teachers Union – Technical Support Professionals**

- II. Position Title: **Senior HR Support Services Specialist**
Pay Grade: **19** Range: **\$43,797 - \$67,138**
Salary Schedule: **2016-2017 FOPE Secretarial / Clerical Unit**

- III. Position Title: **HR Support Services Specialist**
Pay Grade: **17** Range: **\$38,037 - \$58,308**
Salary Schedule: **2016-2017 FOPE Secretarial / Clerical Unit**

Division/Department: Chief Human Resources and Equity Officer

Recommended Policy Status: Chart Job Description – **Final** Reading

Rationale: The Division of Human Resources is proposing to consolidate current clerical and administrative functions responsible for data processing (i.e. the entry of new hires, terminations, etc.) and employment services (i.e. personnel records maintenance, employment verifications, etc.). In support of this change, job descriptions have been revised/created to reflect actual job responsibilities and the minimum education and experience requirements needed to perform successfully in the role.

Supervisor, HR Support Services

The existing job description for Personnel Specialist/Instructor I, II, III, is being retitled to Supervisor, HR Support Services and revised to reflect current job responsibilities. In addition to an update to the job responsibilities and title, the three-tiered career path has been consolidated into a single role. This position is responsible for supervising and coordinating the work of HR Support Specialists as it relates to personnel transactions (i.e. new hire processing, termination processing, job changes, etc.), records maintenance, retrieval and retention, unemployment compensation administration, employment verifications, and customer service. Note that the current version of the job description is outdated and does not reflect the expected scope of work (it was last updated in 1998).

Senior HR Support Services Specialist / HR Support Services Specialists

New job descriptions have been created for the HR Support Services Specialist and the Senior HR Support Services Specialist positions. Current incumbents are classified as Payroll Processors, which does not accurately depict their role.

HR Support Services Specialists are responsible for providing administrative support for HR services through processing personnel action changes (i.e. new hire processing, terminations, job changes, etc.), completion of employment verification requests, imaging/maintenance of employment records, supporting the unemployment claims process and providing service to employees and customers seeking HR information and assistance.

The Senior HR Support Specialist performs the duties referenced above as well as higher level responsibilities, including escalated customer service issues, complex personnel transactions, employment file and personnel records auditing, collaborating with payroll and budget to resolve issues that interfere with the generation of paychecks, and providing assistance to new/less experienced HR Support Specialists and clerical staff.

An evaluation of the new and revised job descriptions referenced above was conducted, and findings support increasing the grade assignment for Supervisor, HR Support Services from a Grade 22 to a Grade 23, and establishing the Senior HR Support Services Specialist at a Pay Grade 19 and the HR Support Services Specialist at a Pay Grade 17.

Benefits associated with the restructuring/revising the HR support jobs include:

- ✓ **Consolidating jobs will increase the availability of staff resources.** Combining the clerical support functions allows for the pooling of existing Employment and HR Processing resources, increasing the availability of staff to perform job functions, and promoting flexibility in the assignment of tasks.
- ✓ **Reduction in time needed to process newly hired teachers.** Consolidating work functions and cross-training staff will increase the availability of resources designated to process new hires and other transactions (more hands on deck), and should reduce the timeframe for processing.
- ✓ **Reduction in overtime expense.** During the peak HR processing season, working beyond the traditional workday is required to keep up with the volume. Consolidating resources will increase the availability of staff dedicated to new hire entry, reducing the need for overtime expense.
- ✓ **Cross-training and professional development of staff.** Cross-training the combined staff group on all HR service areas increases department bench strength and promotes the professional development.

As part of the process to create and edit job descriptions, Compensation provides the designated Bargaining Unit or Meet & Confer Representative with a copy of the new or revised job description prior to the first reading. Any feedback received from the Representative is reviewed for consideration and, where applicable, incorporated as part of the job description. Representatives for BTU-TSP and FOPE Clerical were provided copies of the Supervisor, HR Support Services, Senior HR Support Services Specialist and HR Support Services Specialist job descriptions via e-mail on July 13, 2017 and on August 10, 2017. Additional feedback was not received prior to submission of this document for approval.

Cost: The cost to upgrade the HR Support Services Specialists and Supervisors totals \$35,510, and is inclusive of fringe. The funding source would be the General Fund balance.